

Interviews and Focus Groups Section 3: Populations who are Unserved and Underserved

Question 3 From your experience, who do you believe to be unserved populations of individuals who are blind and visually impaired? (e.g., who do you know that is not using our services and could benefit from them?).

There were 22 comments and one stated *I do not know anyone like me*. The remaining 21 were about 4 topics.

Counselor lacks skills (1) One person commented,

People (counselors) who are in positions act like they are, up there, superior (gesturing with their hands going up high in the air). Counselors will turn you down for services and they do not know what they are doing. The counselors do not know what to tell you when you present a problem that you are going through.

Those who do not know about services (3) All 3 are exemplified by the following.

The unserved population are probably the people who don't know where to go for help. When I went to the eye doctor, they told me about a (private) organization that may help I did not qualify for their help because they felt I had to potential to make too much money (in my current job). The eye doctors did not even tell me about Services for the Blind. I do not know if they know they exist.

Other (2) were about clients that need a job and not education and one person who worked but did not receive services.

Specific groups (15) included those who have stopped asking for services, students in transition (4), Hispanic, Black, family centered cultures, older people, and people who cannot drive. One person summed this topic by stating:

Psychological element involved. People who do not want to be recognized as being blind. Do not want to be pitied but want support. Objectives or priorities for NCDSB—need to focus on rural areas and Hispanics. Schools—ex. of teacher with VI training who brought in Hispanic girl/family. Language barrier (Spanish).